

JOB POSTING: Box Office Manager

WHO WE ARE

Icicle Creek Center for the Arts produces unforgettable arts and education experiences, welcoming a diverse mix of world-class and regional talent from all artistic disciplines to our 13-acre campus in Leavenworth, WA. Our three gorgeous performance venues, cabins, and rehearsal spaces are busy throughout the year as an awe-inspiring home for classical music, concert dance, live theatre, film screenings, educational camps, concert series, and artist residencies.

icicle.org

THE OPPORTUNITY

ICCA is seeking a customer service professional who loves the performing arts and enjoys working with people to lead our Box Office operations. This role coordinates all aspects of the ticketing process and interacts with our guests on a daily basis. The job requires a variable schedule with a mixture of days, evenings, and weekends (planned out 2 – 4 weeks in advance).

The general schedule would include established office hours on 2 or 3 days each week, and then working events (usually evenings and weekends). Events and meetings take place on our campus, but, for the right candidate, there is the possibility of some administrative work being done remotely.

As a member of a small and dynamic team, this role will also have the opportunity to work and learn in other areas of this mid-sized nonprofit arts organization. Depending on their interest, the right candidate could also work in event production, marketing, education, social media management, and/or development.

This role is available as either Part-Time (20 – 25 hours a week) or Full-Time (35 – 40 hours a week), depending on the interest, availability, and skill set of the candidate.

JOB DUTIES

- Serve as an ambassador for ICCA, one who is passionate about the mission and the performing arts, and one who is genuinely happy to interact with and support the guests and other stakeholders who come to Icicle Creek.
- Create and manage events in our box office software. Work with other staff and outside renters to ensure that listings are accurate.

- Interact with patrons over the phone to sell tickets, answer questions, process refunds and exchanges, etc.
- Manage box office staffing schedules to ensure that needs are met for all performances and events.
- Work events as primary Box Office representative, selling tickets, handling Will Call, and welcoming guests.
- Work with the entire ICCA community (staff, Board, donors, artists, and stakeholders) in a professional and positive manner that is team-centered and proactive.
- Additional areas of responsibility in other areas of the organization, depending on organizational need and personal interest.

REQUIRED QUALIFICATIONS INCLUDE

- 2+ years working in a fast-paced customer service role. (retail, food service, general office, healthcare – it doesn't need to be arts related)
- A “startup” mentality that takes initiative, pivots quickly, and is always learning.
- Comfort with training, developing and coaching front of house skills for volunteers and fellow employees.
- A collaborative working style that thrives in a fast-paced, dynamic environment.
- Cultural competency, and a commitment to inclusive and welcoming practices.
- Demonstrated integrity and the ability to exercise confidentiality and sound judgment.
- Excellent written and oral communication skills.
- Comfortable with MS Office and other general office and productivity software.
- Ability to work nights and weekends.

OTHER SKILLS OR QUALIFICATIONS COULD INCLUDE

- Passion or excitement for the performing arts and education.
- Background as an artist – whether in music, theater, dance, film or the visual or graphic arts.
- Dope social media skills so that our content ain't so cringe.
- Experience with ticketing or donation software. (PatronManager in particular)
- Spanish speaking a plus.

These qualifications are indicative of the types of candidates we are seeking for the role. However, we realize that a wonderful candidate may bring a wealth of experience that is not described in this list, and we encourage people with a passion for the work to apply, regardless of if they have the desired qualifications.

COMPENSATION

The Box Office Manager in a non-exempt, hourly role starting at between \$21 and \$26 an hour. At Part-Time (20 – 25 hours a week), benefits include paid ongoing education and flexible Work-From-Home options. At Full-Time (35 hours a week), benefits also include Gold-level health, dental, and vision insurance (25% employee contribution), paid federal holidays and accrued Paid Time Off.

TO APPLY

Please send your resume and a short letter of interest explaining why you'd like to work at Icicle Creek Center for the Arts to Executive Director Phil Lacey at phil@icicle.org.

Please put "Box Office Manager – Candidate Last Name" in the subject line. Incomplete applications will not be considered. Please, no phone calls.

Applications will be accepted on a rolling deadline, with consideration beginning immediately.

We will look for the successful candidate to begin work in early-to-mid summer, 2023.

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ICCA is committed to an anti-racist practice grounded in equity, diversity, inclusion, and accessibility. We are proud to be an equal opportunity employer. BIPOC individuals (Black, Indigenous, and People of Color), women, gender nonconforming folx, and people with disabilities are encouraged to apply.